

LIVING WATERS MEDICAL
SUMMARY OF POLICIES/PROCEDURES
(Effective 01 August 2022)

At Living Waters Medical we remain committed to providing quality health care. To ensure continued access for clients to our clinic we need to avoid issues of debt. We believe for this to happen it is critical to have a shared understanding of the policies and procedures relating to the payment of fees for services accessed. We also need to ensure client understating of other polices/procedures that are a pre-requisite for our team to deliver safe clinical care.

In the table below is a summary of policies/procedures that we need clients to acknowledge by initialling and signing at the end of this document indicating their understanding and acceptance of our expectations of clients.

Item	Policies/Procedures relating to Fees/Payment/NO CREDIT	Initial
1.	The fees/charge (as per our fee schedule) for a service/consultation will be paid on the day of the consultation, ideally prior to the consultation.	
2.	Services will not be provided 'in credit' i.e., fees/charges must be paid on the day or prior arrangements for payment should have been made (automatic payments, WINZ redirection etc.)	
3.	Automatic Payments and WINZ Redirection payments are required to be of a value such that a service availed previously is paid for in full (by the AP/WINZ Redirection) prior to another service being availed i.e., services will not be provided 'in credit' even if an AP or WINZ Redirection is in place until the previous debt for service is cleared in full.	
4.	Credit may be extended in exceptional circumstances but only at the discretion and with prior approval of the management. This will not be available to clients with a poor credit/debt history.	
5.	Patients with accounts overdue by more than 2 months may be discharged from our service.	
6.	If your account is in credit over \$45.00 you may request either a refund or leave your account with a credit balance.	
	Policies/Procedures relating to appointments	
7.	An appointment is <u>strictly of a 15-minute duration</u> . This includes time for the health professional to complete notes relating to your presentation.	
8.	An appointment is for <u>one person's</u> health concerns only.	
9.	To ensure your health issue is safely assessed and treated, <u>only one health issue</u> will be considered per consultation. 'Lists' will not be addressed. Any attempt to place the health professional under duress by disregarding this policy may lead to discharge from the clinic.	
10.	If you have multiple health complaints/concerns that need addressing, please ask for an extended appointment at the time of booking an appointment, this will come with an extra cost.	
11.	It is expected that a dedicated appointment time will be required for a medication review at least once every 6 months.	
12.	If you miss/do not attend an appointment you will be charged an appointment fee equivalent to the original appointment fee itself unless you have contacted the clinic to advise us of a change in circumstance 4 hours prior to you scheduled appointment. Please note that the demand for appointments is very high and difficult to come by, we expect clients to be responsible for themselves, the	

	clinic and other users by promptly informing the clinic should become aware they do not need an appointment.	
13.	Clients are expected to report to reception on arrival for an appointment/service and are expected to be on time for their appointments. If a client presents late for their scheduled appointment they are expected to rebook for a later time.	
	Policies/procedures relating to results of all investigations	
14.	You will not be contacted if your results are normal/stable.	
15.	If you wish to discuss results of any investigation, please make an appointment to discuss the same.	
	Policies/Procedures relating to Client behaviors towards property and staff of Living Waters Medical	
16.	We have a zero-tolerance policy to any form of behavior that may be deemed as abusive or in breach of our policies towards staff or the property of the clinic. Persons resorting to such practices will be discharged immediately and may be issued a trespass notice.	
17.	Any client or persons who may accompany them to the clinic found in breach of any of the clinic's policies will be discharged without notice and may be issued a trespass notice.	
18.	Behavior deemed to be 'drug seeking' will result in immediate discharge from the clinic and the person/s may be issued a trespass notice.	
	Policies/Procedures relating to children accompanying adults	
19.	Parents/caregivers are solely responsible for the children/young persons with them at all times.	
20.	DO NOT leave your children/young persons in the waiting room or elsewhere by themselves. They should be with the accompanying adult at all times.	
21.	Living Waters Medical does not assume responsibility to 'watch over'/'babysit' children and young person's accompanying an adult. You are expected to bring a support person to look-after your child/young person if you do not want them present with you during your consultation. If not, we expect that the child/young person accompanies you into the consultation room.	

FULL NAME: _____ **SIGNATURE:** _____

The above policies/procedures have been put in place to ensure maintenance of a safe environment for both clients and staff. These policies will be strictly enforced to ensure we meet our regulatory requirements to ensure safe clinical practice and also for the effective operations of the clinic.

These policies are non-negotiable except with regard to payment policies where if you wish to set up an automatic payment to allow pre-payment of your account, please ask at reception for our bank account details.

Management Living Waters Medical

This document is part of the enrolment pack and the enrolment form is considered complete and will be processed only when all parts of this document are signed initialled as understood and agreed to by the person enrolling or on behalf of other family members.